

# eSpring Water Purifier Questions

## Electrical Power/Electronic Module:

**Q. What type of electrical outlet is required for the System?**

A. The eSpring Water Purifier Electrical input rating is 110-120 V, 60 Hz, 60 W.

**Q. Does the System have built in protection for power surges and what are the recommendations when a generator is used during a power outage?**

A. The eSpring Water Purifier is designed for 110-120 V, 60 Hz operation. While the eSpring Purifier Electronics Module does have built in protection for sags, surges, and swells, it is not without limit.

**Note:** Most generators that use good engineering practices will switch in and out with no appreciable frequency shift, surge, or swell. If the system is connected to a system that is backed up by such a generator, it will present no problem to the system. Please be aware that there are generators that are not properly synchronized with the line and can present unfavorable switching spikes that could damage the System. Quixtar is not responsible for damage caused by any sub-standard generators.

**Q. Will the System work in a motor-home/RV that runs on 10V DC (direct current) and is a converter an option?**

A. The eSpring Water Purifier needs 110 – 120 V AC (alternating current) at 60 Watts to run, so 12 Volt would not work. It may be possible to use a converter from the 12 VDC of the motor home to the necessary 110 V, but it needs to be at 60 Watts. We are unable to verify if typical converters can handle, so converter research is left to consumer.

**Q. Is conversion to 50 Hz rather than 60 Hz an option for consumers when using the System and can the System be used outside of USA and/or Canada?**

A. The eSpring Water Purifier was produced for 60 Hz. Power adapters/converters for 50 Hz areas are available from electrical stores. The eSpring Water Purifier is designed for use, sales, or shipment within USA (mainland) including USA held territories and/or Canada only. The sale or shipment of eSpring Water Purifier is handled within each country separately. Refer to specific country for ordering or International Inquiries.

**Q. How much power does the System draw (idle power) when System/water is not ON?**

A. The eSpring Water Purifier draws ~2.5W in standby mode (UV Lamp is off). This consists of base operation for the Electronics Module, which involves mainly powering the light pipes on the display. The eSpring System draws 60W when the UV Lamp is ON as stated in Owner's Manual specifications.

**Q. What kind of sine wave does the System produce?**

A. The eSpring Water Purifier meets the appropriate standards for conducted emissions back on to the line. The System pulls current from line voltage in two modes: 1) small current draw for logic circuitry consisting of a switching power supply (example: a cell phone charger), 2) higher current draw when UV Lamp is ON by enabling the Inductive Coupling Ballast converting the input voltage to a higher voltage and frequency to drive the UV Lamp. In the higher power mode, the ballast provides a very clean sine wave to the UV Lamp.

**Q. What is ETL and why is there not any UL listing on System?**

A. The eSpring Water Purifier has been certified for electrical safety by Intertek Testing Services ETL SEMKO (ETL = Electronic Testing Laboratory).

## eSpring Water Purifier Questions

### **Electrical Power/Electronic Module (cont.):**

**Q. If consumer requires assistance with electrical outlet installation, what company is consumer referred to?**

A. Plans are to refer consumers needing assistance with electrical outlet installation to ServiceMagic pre-screened contractors. This will be for the convenience of the consumer who does not know a reputable electrician. It is consumer responsibility to pay for the electrical outlet installation or to locate a reputable electrician.

**Q. There is a link for Service Magic at [www.eSpring.com](http://www.eSpring.com), but is there a link for Service Magic at [www.Quixtar.com](http://www.Quixtar.com)?**

A. There is a link to Service Magic on the Quixtar site. "Locate a professional in your area for electrical outlet installation. (Note: This link will take you outside of Quixtar.com. There is no compensation for this service.)" Path: Quixtar home page>search: eSpring>Below Counter>electrical outlet installation (link) when clicked goes to Service Magic site.

**Q. Can the Electronic Module be reset or does the System need battery backup?**

A. The eSpring Electronic Module does not need to be reset or need battery backup, due to smart chip technology. This technology allows communication between the Filter Cartridge and Electronic Module to track usage for current Filter Cartridge when System is plugged into electrical power.

**Q. In the event of a power outage, can System filtered water still be used and does the System retain memory of previous usage information?**

A. In the event of a power outage, the eSpring Water Purifier can be used, but benefits are from pressed carbon filter only (140 + organic contaminants), not from UV Lamp without power. Previous usage data will not be lost, but water flow during power outage will not be recorded.

**Q. Is the eSpring Electronic Module cord & plug available separate from the Electronic Module and how is the cord/plug replaced if damaged?**

A. The eSpring Electronic Module cord & plug is part of the Electronic Module, and if damaged, the complete Electronic Module must be replaced.

**Q. How long is the eSpring Electronic Module cord?**

A. The eSpring Water Purifier Electronic Module cord is 6 feet 2 inches.

**Q. What kind of plug is connected to the eSpring Electronic Module cord?**

A. The eSpring Electronic Module cord has a connected power adapter with a 3-prong plug (grounded) rather than the polarized 2 prong plug as listed in the owner's manual. The eSpring Water Purifier uses U.S. style adapter plugs.

**Q. Can an extension cord be used to extend the length of the eSpring Electronic Module attached cord?**

A. Extension cords are not recommended. All wiring connections must comply with local electrical codes. Improper electrical connection can result in a risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the product is properly installed.

**Q. Does the eSpring Electronic Module cord have an Electro Magnetic Interference (EMI) filter built into the power adapter?**

A. The eSpring Electronic Module cord has a filter built into the power adapter to help with EMI.

## eSpring Water Purifier Questions

### Filter Cartridge:

**Q. Does the eSpring Filter Cartridge have the pressed carbon block combined with the UV Lamp?**

A. The eSpring Filter Cartridge is a combination of pressed activated carbon and UV Lamp technology.

**Q. When System display cartridge segments are at 0% showing filter cartridge needs to be changed, will water continue to flow through the System?**

A. Even if the eSpring Water Purifier display segments are at 0%, water will continue to flow through the System, but is not recommended.

**Q. How often does the eSpring Filter Cartridge need to be changed?**

A. The eSpring Filter Cartridge must be replaced at least once a year. In areas of very poor water quality, you may see a drop in the flow rate, indicating that filter replacement may be needed more frequently. Even if water flow rate is not affected, the filter must be replaced as soon as a year has passed or when it has filtered 1,320 gallons (5000L) of water, whichever comes first. If carbon block is filled up with contaminants, it will not be able to trap new contaminants. There is a chance that accumulated contaminants may detach and “dump” into the treated water, making the treated water even worse than the water coming in.

**Q. What does each System 0 – 100% display segment bars represent?**

A. The eSpring System Filter Cartridge includes smart chip technology reporting to a microprocessor. The 0 – 100 % segment bars will adjust depending on gallons/time, whichever comes first, and the gallons/time are only tracked when system is provided power from the electrical outlet. Water usage habits and number of people in household affect how fast the bars disappear due to system usage. The bars appear the same on any eSpring system monitor the filter is installed into due to the smart chip technology that will automatically check the life of the filter.

**Segment Bar 0 - 100% approximate display range estimates:**

Bar (s) Visible	Days Remaining	Cartridge Life % Remaining	Liters Remaining	Gallons Remaining
4	274 - 365	75 - 100	3,750 - 5,000	990 - 1,320
3	182 - 273	50 - 74	2,500 - 3,749	660 - 989
2	91 - 181	25 - 49	1,250 - 2,499	330 - 659
1	36 - 90 1 - 35 0%	10 - 24 flashes at 1-9% 0% no bars visible	500 - 1,249 1 - 499 0%	132 - 329 1 - 131 0%

**Note:** The Filter Cartridge capacity is 5000-liters/1,320 gal One Year or US, whichever comes first. The filter needs to be replaced yearly even if consumer uses less than 5,000 liters/1,320 gallons US per year (13-liters/3.4 gal US per day).

**Q. Is there an issue with the eSpring Filter Cartridge UV Lamp in areas with extremely hard water such as lime scale or other mineral buildup?**

A. Mineral or Lime scale buildup is not seen as an issue with eSpring Filter Cartridge UV Lamp since the UV Lamp is only on when treated water is flowing and there should be no restriction on hardness level on a potable water source.

## eSpring Water Purifier Questions

### Filter Cartridge (cont.):

**Q. How long is the Filter Cartridge UV Lamp ON when system is plugged into power and treated water is flowing from eSpring Faucet?**

A. The UV Lamp is ON whenever treated water is flowing or for at least 30 seconds. If treated water is flowing for less than 15 seconds and then shut off, the UV Lamp is ON for the remaining 30 seconds. The UV Lamp shuts off after 30 seconds, unless treated water is ON for longer than 30 seconds. If treated water is flowing for more than 30 seconds, the UV Lamp remains ON for the duration of treated water flowing, plus an additional 5 seconds.

**Q. If used Filter Cartridge is moved and installed in a different System from the original, does the System know this is a used Filter Cartridge?**

A. The eSpring Water Purifier smart chip technology allows for communication between the Filter Cartridge and Electronic Module to track and display usage status for current Filter Cartridge.

**Q. What are the stages and flow pattern of the eSpring Filter Cartridge?**

A. The Filter Cartridge is made up of three stages with a UV lamp, as the next treatment step. The three stages of the Filter Cartridge are as follows:

Stage 1 - An outer scrim coarse pre-filter of about 100 microns

Stage 2 - An inner layer pre-filter fine of about 5 microns

Stage 3 - An activated carbon block 1-inch bed depth for removal of organics and particles as small as 0.2 microns.

**Flow Pattern:** The water flows through the carbon and then past the UV light before exiting to the eSpring above or Below Counter Faucet. Water passes through the Filter Cartridge first to remove any sediment or suspended solids that may limit transmission of the UV light through the water. The water flows through the carbon portion of the Filter Cartridge filter and is directed down the stainless steel baffle to direct the water to flow past the UV light. The stainless steel baffle prevents the UV light from hitting the carbon filter. The UV light is at a wavelength that destroys the DNA of bacteria and viruses so that they can not reproduce and are not infectious.

**Q. What is the Filter Cartridge proper disposal since UV Lamp contains mercury?**

A. Disposal of the Filter Cartridge/UV Lamp may be handled same way as fluorescent bulbs. Contact local landfill for recommended proper disposal of mercury.

**Q. If used Filter Cartridge is moved and installed in a different System from the original System, does the System know this is a used Filter Cartridge?**

A. The eSpring Water Purifier smart chip technology allows for communication between the Filter Cartridge and Electronic Module to track and display usage status for current Filter Cartridge.

## eSpring Water Purifier Questions

### Filter Cartridge (cont.):

**Q. What is recommended storage for Filter Cartridge if System is not used on a regular basis or for longer than a month?**

- A. If musty odor and unused less than a month, flush out standing water from the System for 2-3 minutes.
- A. If eSpring Water Purifier and Filter Cartridge was stored wet and unused longer than a month, please dispose of Filter Cartridge, and order a new Filter Cartridge. Chlorinate Base Housing with a teaspoon of liquid Chlorine Bleach in a cup of warm water. Put chlorine solution into Base Housing, fill Base Housing with water (fill one fourth of the way up with water along with old filter if stored less than a month), and let sit for 10-15 minutes. Empty and rinse, prior to installation of new Filter Cartridge. Run standard 5 minute constant flush prior to use.
- A. If System and Filter Cartridge are not going to be used for longer than a month, dry out Filter Cartridge for 48 hours until completely dry, and store in a sealed plastic wrap so no air or moisture can get to the Filter Cartridge. Reinstall Filter Cartridge again when ready for regular use.

### General:

**Q. What is the System warranty and satisfaction guarantee?**

- A. The eSpring Water Purifier has a 2-year warranty (excluding Filter Cartridge) and has a 120-day satisfaction guarantee. The UV Lamp has a 1-year warranty.

**Q. Where is the Serial # located on the System?**

- A. With the Top Shroud removed, the eSpring Water Purifier Serial # is located on front side (blue area) of the Base Housing at the bottom of the white label.

**Q. Where is the Date Code located on the eSpring Filter Cartridge?**

- A. The Date Code (example: 2260) is stamped directly on the top capped activated portion of the eSpring Filter Cartridge opposite to where the positive stop (T) is located. The Date Code can be found by running a finger along top cap until something slightly rough is felt (not smooth like rest of cap). When #'s are viewed in the light, they appear dotted as similar to braille.

**Note:** When the eSpring Filter Cartridge is packaged in it's own box, this same date code is a combination of #'s/letters, and is stamped in black ink on the top of one of the 4 fold in flaps (example: 2260CFT1) with the box pictures in an upright position.

**Q. What is System maximum and minimum working pressure?**

- A. Maximum working Pressure is 125 psi/860 kPa. Minimum working pressure is 15 psi/103kPa.

**Q. What are the System literature pieces?**

- A. The eSpring Water Purifier literature is: Brochure/5 pack (40-0004) depicting eSpring Water Purifier benefits (NLA), Fliers/25 pack (40-0081) to help market the System, and Video (40-0012 – going NLA) contains 2 videos (one short commercial and one longer informational).

## eSpring Water Purifier Questions

### General (cont.):

**Q. What are the System sales aides?**

A. The eSpring Water Purifier sales aides are: eSpring Pitchers (10-1837), eSpring Refillable Water Bottles (10-0836), and eSpring Pens (10-0224). The 80-ounce pitcher is made of clear polycarbonate and is dishwasher safe. The Refillable Water Bottles will be received with one thermal wrap. Each water bottle and thermal wrap will carry the eSpring logo. The pens (3 pack) carry the eSpring logo, light up, and come with batteries/extra refill.

**Q. What is maximum temperature the System can be exposed to and what kind of effect does temperature have on the System?**

A. The product will perform at temperatures up to 80 degrees for the short time that it will be exposed, **but not recommended**. The water in the cabinet pipes will warm up close to room temperature, but will be replaced with cooler water from the ground as water flows. The performance has been tested with a safety margin to ensure the product performance under all conditions.

**Note:** The recommended operating range is 40 - 75 degrees F. The storage range would be the same low end (especially with water inside) and the top end could go as high as 100 F. Do not use the system with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.

**Q. Should the eSpring System be subjected to extreme hot or cold temperatures such as in a trunk of a vehicle, garage, attic, or warehouse?**

A. The eSpring System is not recommended for storage or used in extreme hot or cold temperatures.

**Q. If water gets trapped between the inner and outer portion of System Base Housing, what can be done?**

A. The eSpring Water Purifier Base Housing is designed so that the outer portion of Base Housing can be easily unscrewed/removed from inner portion to empty water if ever necessary.

**Q. Can the manufacturer name 'Access' be found on the [www.eSpring.com](http://www.eSpring.com) web site?**

A. The name 'Access' can be found on the eSpring web site. Path: [www.eSpring.com](http://www.eSpring.com) (home page)>'About Us' (link).

**Q. Is the System listed on the National Sanitation Foundation International (NSFI) site?**

A. The eSpring Water Purifier is currently listed at <http://www.nsf.org/Certified>.  
Path Details: Product/Services Listings (link)>Search by Manufacturer: Access>Access Business Group (link)/Standard 055 – Ultraviolet Microbiological Water Treatment Systems>current listings include the eSpring Water Purifier, Filter Cartridge, Above & Below Counter System/Faucet combinations.

**Q. What is the difference between previous System and the eSpring Water Purifier Filter Cartridge?**

A. The eSpring Water Purifier combines pressed activated carbon block with UV Lamp technology. Previous Water Treatment Systems had the pressed activated carbon block without UV Lamp technology. The eSpring Water Purifier UV lamp portion of Filter Cartridge controls microorganisms, while the pressed activated carbon block reduces over 140 contaminants.



## eSpring Water Purifier Questions

### General (cont.):

**Q. What does the 'e' in eSpring stand for?**

A. The 'e' does not signify anything specific, but 'eSpring Water Purifier' is just our brand name.

**Q. Are there plans to develop a Compact version of System?**

A. There are currently no plans for development of a eSpring Compact version.

**Q. Are there plans to develop the off-white eSpring Auxiliary Faucet in other colors?**

A. The off-white eSpring Auxiliary Faucet is currently the only color being offered.

**Q. Is there any information on the eSpring web site showing bottled, boiled, pitcher-poured, and other kinds of water filtration system information?**

A. To view other kinds of water filtration system information and cost chart, go to [www.eSpring.com](http://www.eSpring.com) and follow this path: United States or Canada>Products>Why eSpring>Comparison Chart>view chart (link). Reference [www.quixtar.com](http://www.quixtar.com) for 'Competitive Technologies Information' chart for advantages and disadvantages of different types of water filtering methods available for household water, and includes pressed activated carbon block method, but not UV Lamp technology (Path: Office>Product Support>Product Data Sheet/Fast Facts>Home Essentials>Water Treatment>Competitive Technologies Information). Also reference [www.quixtar.com](http://www.quixtar.com) for eSpring Water Purifier 'Competitive Chart Poster' (Path: Office>Product Support>eSpring Water Purifier>Competitive Chart Poster)

**Q. A slimy or oily film is noticed (sometimes described as scum) on top of filtered water, especially when using filtered water for making tea or coffee.**

A. This could be due to high mineral content in water. When water is filtered, it loses the ability to hold those minerals in suspension. With the loss of suspension, the minerals will float to the top. High mineral content potentially can make tea very dark. Depending on the brand of coffee, there are different levels of oil, switching to a different brand of coffee with a 5% level should make a dramatic improvement, if present level has a 17 - 25% oil content. Decaffeinated coffee contains less oil than coffee containing caffeine. The eSpring Filter Cartridge does not create this slimy film. The pressed activated carbon block portion of the Filter Cartridge does not reduce inorganics (often minerals/sediment).

**Q. Is the System designed to reduce organic & inorganic chemicals?**

A. The eSpring Water Purifier is designed to reduce organic chemicals. It will not reduce most inorganics unless they are larger than .2 micron due to the way the filter matrix is designed. The pressed activated carbon portion of eSpring Filter Cartridge is not attracted to Inorganics, but instead 140+ organic contaminants

**Q. Water tastes musty?**

A. System may not be used enough. Flush out standing water from the System for 2-3 minutes.

A. System and Filter Cartridge were stored wet and unused for longer than a month.

**Note:** If System and Filter Cartridge are not going to be used for longer than a month, dry out the Filter Cartridge for 48 hours until completely dry, and store in a sealed plastic wrap so no air or moisture can get to the Filter Cartridge. Reinstall Filter Cartridge again when ready for regular use.

## eSpring Water Purifier Questions

### General (cont.):

#### **Q. What are the System/Faucet plastic components made of?**

- A. The eSpring Water Purifier/Faucet plastic components are made of the following:
1. The Base Housing attached outer shroud and Top Shroud are made of ABS.
  2. The Base Housing inner tank, Filter Bracket, and threaded Filter Retaining Ring are made of engineered composite thermoplastics.
  3. The Electronics Module case is made of polycarbonate.
  4. The Existing Faucet Kit tubing is made of EVA.
  5. The Auxiliary Faucet Kit tubing is made of polyethylene.
  6. The Auxiliary Faucet handle is made of isoplast.

**Note:** Painting the plastic System/Faucet components is not recommended as the plastic may crack due to the solvents in the plastic.

#### **Q. Water appears cloudy or dirty right after installation of brand new System w/Filter Cartridge and/or brand new replacement Filter Cartridge.**

- A. It will take a short time for the water to saturate the Filter Cartridge and flow from the eSpring Faucet. When treated water begins to flow, continue to let water run for a constant 5-minute flush to eliminate air pockets and to clear the Filter Cartridge of carbon dust. Air in the water is not harmful, and usually works itself out within a few days.
- A. The cloudiness could also be air in the water line from the water company (water can be run from the regular kitchen faucet into a glass to verify if there are air bubbles in glass initially with untreated water).
- A. Cloudiness in the water should not be confused with excess carbon (gray water or black particles).

**Note:** It is normal for a small amount of carbon dust from the Filter Cartridge manufacturing process to be seen during the initial flow. The initial 5-minute flush should be sufficient, but may require an additional 10-minute flush to clear the water of excess carbon dust.

#### **Q. Would high mineral content such as iron in the water supply produce a bad taste or yellow, orange, red, or rustic color in the untreated or treated water?**

- A. Minerals and sediments in the unfiltered water can affect the taste and appearance of the water (iron, sulfur, calcium, etc). There are 3 types of iron: Oxide, Particulate, & Soluble. The pressed activated carbon filter portion of the eSpring Filter Cartridge reduces an Iron Oxide (apparent from the tap with a yellow, orange, or red color), but filter does not reduce a particulate or soluble form of iron. An Iron Oxide is often mixed with a particulate (contains reddish-brown colored particles) or soluble (iron in a liquid form that appears clear from tap). A water softener is the only system that will treat a soluble iron. The pressed activated carbon portion of eSpring Filter Cartridge is not attracted to inorganics, but instead 140+ organic contaminants.

**Note:** Use of an iron filter or pre-filter prior to the eSpring Water Purifier may extend the Filter Cartridge life if the water supply contains excess minerals & sediment.

#### **Q. Has the System been tested for chemical extraction?**

- A. All water contact parts of the eSpring Water Purifier are FDA compliant and have passed the NSF International extraction testing. This includes screening for (6) phthalates and a long list of other chemicals. This testing uses de-ionized water with a 72-hour soak phase, and this NSF testing list may be reviewed for details.



## eSpring Water Purifier Questions

### General (cont.):

**Q. A black slimy substance is noticed at the end of the eSpring Faucet spout.**

A. This is from a biofilm of non-harmful HPC (Heterotrophic Plate Count) bacteria forming on the treated water tubing wall usually from an external source; the sink area. Remove the Filter Cartridge and Electronic Module. Remove the eSpring Faucet and disconnect Faucet tubing from the System. The tubing exterior should be cleaned along with the Faucet and then soaked in a dilute bleach solution for 5-minutes and rinsed well. Disinfect the System by filling Base Housing with a dilute bleach solution, soak for 10-15 minutes, and flush System, Tubing and Faucet without the Filter Cartridge or Electronics installed.

**Dilute Bleach Solution:** Chlorinate the eSpring Base Housing with 1 teaspoon of liquid chlorine bleach in 1-cup warm water. Pour chlorine solution into Base Housing and fill  $\frac{1}{4}$  of the way with water. Let chlorine solution work for 10 – 15 minutes. Re-assemble the eSpring System, and run water through System for 5 minutes.

**Q. If System is stored wet or unused longer than a month, what are the recommendations?**

A. If System and Filter Cartridge were stored wet and unused longer than a month, please dispose of the Filter Cartridge, and order a new Filter Cartridge (No. 10-0186). Chlorinate the Base Housing (by itself) with 1 teaspoon of liquid chlorine bleach in 1-cup warm water. Pour chlorine solution into Base Housing, and fill  $\frac{1}{4}$  of the way with water. Let chlorine solution work for 10 – 15 minutes. Re-assemble the eSpring System, and run water through System for 5 minutes. Empty and rinse prior to installation of new Filter Cartridge. Run standard 5 minute constant flush prior to use of new Filter Cartridge.

**Q. The water smells like rotten eggs.**

A. Sulfur bacteria is in the unfiltered water supply. Chlorinate the Filter Cartridge and eSpring System with 1 teaspoon of liquid chlorine bleach in 1-cup warm water. Pour chlorine solution into Base Housing, fill  $\frac{1}{4}$  of the way with water, and put Filter Cartridge inside Base Housing. Let chlorine solution work for 10 – 15 minutes. Re-assemble the eSpring System, and run water through System for 5 minutes.

**Note:** If water is gray or black (new filter), run constant 10 minute flush to rid filter of excess carbon.

**Q. What causes a rotten egg smell?**

A. The odor is hydrogen sulfide, caused by a reaction between sulfur in the water (almost always-well water) and bacteria trapped in the filter. The bacteria are harmless, but when combined with sulfur, they generate hydrogen sulfide. The problem is not too widespread and is geographically located with only 2-3% of people affected. Most areas do not have this problem, but some areas may have several wells with this problem. People with the right combination of the sulfur and bacteria in their water will notice the rotten egg smell with any carbon-based System they use. Acidification or chlorinating of well itself (job for professionals only) or bottled water can be used. The activated carbon block portion of the Filter Cartridge does not reduce Sulfur.

**Note:** There are two types of bacteria: harmful and non-harmful. Harmful bacteria are found in a non-potable water source. Non-harmful bacteria are found in a potable water source. It is recommended that the System be used only with cold, microbiologically safe, and potable water source only.

## eSpring Water Purifier Questions

### General (cont.):

**Q. Can the treated water from the eSpring Water Purifier be recommended for use in fish tanks?**

A. Use of treated water from the eSpring Water Purifier or any previous water systems is not promoted or recommended for use in fish tanks. Fish tend to be very sensitive to their environment, and depend on many different things to remain alive in the tank (water temperature, filtration, etc).

### Installation:

**Q. Since the System uses UV lamp technology, can the System be used outside of the USA?**

A. The eSpring Water Purifier is designed for use, sale, or shipment within USA and/or Canada only. The sale or shipment of the System outside of USA/Canada is handled separately by each country/local affiliate.

**Q. What size hole is required for installation of the eSpring Auxiliary faucet?**

A. The capped sprayer hole in most standard stainless steel sinks will work with eSpring Auxiliary Faucet. The eSpring Auxiliary Faucet requires a 1 1/8" diameter hole and when cutting through a countertop, use of 1 1/4" metal cutting hole saw or extended-depth metal cutting hole saw may be necessary.

**Q. Is the System a full house system?**

A. The eSpring Water Purifier can be used in a home or commercial environment for point of use, but it is not a full house system. Full house means using the system to filter all water entering into a home or business. Since the eSpring Filter Cartridge needs to be changed every 1,320 gallons (5000L) of water used, full house would not be economical.

**Q. Are the eSpring Auxiliary & Existing Faucets and previous Auxiliary & Existing Faucets the same?**

A. The eSpring Auxiliary & Existing Faucet are not the same as filtered water tubing is a different size and it does not allow constant pressure to housing.

**Q. If the regular kitchen faucet is directly from a Water Softener, can the System be connected prior to or after a Water Softener?**

A. If the water prior to eSpring Water Purifier is unfiltered and prior to a water softener, any salt from the water softener is not removed and will remain in the filtered water. The System can be installed prior to a water softener, but if excess minerals in unfiltered water, the use of a pre-filter prior to the System may help to extend the life of eSpring Filter Cartridge.

**Q. How does the activated carbon portion of the eSpring Filter Cartridge process hard water deposits?**

A. The eSpring Filter Cartridge activated carbon readily adsorbs (causes to stick to its surface) organic carbon-based compounds, but it doesn't have an equivalent removal capacity for inorganic compounds that do not contain carbon such as iron, lime scale, nitrates, hardness minerals (such as calcium and magnesium), or soluble heavy metals like chromium or cadmium.

**Q. Can the System be installed for commercial use?**

A. The eSpring Water Purifier warranty is valid if/when installed as detailed in the eSpring Water Purifier Owner's Manual along with Auxiliary or Existing Faucet Instructions. The eSpring Water Purifier warranty is NOT valid if/when used in a commercial setting as direct plumbed or installed with anything other than approved parts.

## eSpring Water Purifier Questions

### Installation (cont.):

**Q. Is it recommended to connect the eSpring System/Faucet with the use of a T-fitting from the filtered water line to supply ice-maker or hot water dispenser?**

A. It is not recommended to use T-fitting from filtered water to an icemaker or hot water dispenser. The provided eSpring Water Purifier faucet does not allow for constant pressure on the filtered water line and the provided faucet must be used or the warranty does not apply.

**Q. Can the System be connected directly to an ice-maker, hot water dispensers, water fountains, or water chillers?**

A. Direct in-line installation is not recommended, the provided faucet must be used or the warranty does not apply. The eSpring System is designed for use with a corresponding faucet kit that ensures the eSpring System is not subjected to constant or regulated pressure. The System is not recommended for constant pressure or direct-line installation to ice machines, water fountains, etc. We are currently exploring additional options into using the eSpring System for applications other than the recommended Faucet installations.

**Q. Can the old style chrome w/black handle Auxiliary Faucet be used with System?**

A. The old style chrome w/black handle Auxiliary Faucet is not recommended for use with eSpring Water Purifier/any older style System. The eSpring Water Purifier is recommended for use with eSpring Auxiliary Faucet or eSpring Existing Faucet. The System warranty does not apply if installed or used in any other manner than recommended.

**Q. How is an older model Auxiliary or Existing faucet with different size line connected to filtered water port of System?**

A. Plans are to have a adapter kit available in the future through Quixtar Technical Support to convert from larger size tubing to smaller size filtered water port of System. In USA call Quixtar Technical Support @1-800-253-7088 M-F (8:30am – 9:00pm ET). In Canada call Quixtar Technical Support @1-800-265-5427 M-F (8:00am – 5:00pm ET).

**Q. The demo kit filtered water line tubing has a different size filtered water line than the filtered water port of the System.**

A. Plans are to have an Adapter Kit available in the future through Quixtar Technical Support to convert from larger size tubing to smaller size filtered water port of System. In USA call Quixtar Technical Support @1-800-253-7088 M-F (8:30am – 9:00pm ET). In Canada call Quixtar Technical Support @1-800-265-5427 M-F (8:00am – 5:00pm ET).

**Q. If Self-Piercing Saddle Valve or Saddle Clamp (flow restriction) is not used, what is recommended?**

A. Regardless of the valve used at the water supply, a Flow Controller Quick Connect is required between valve at water supply and the eSpring Faucet/System. The Flow Controller Quick Connect is included in the eSpring Auxiliary Faucet Kit and available through Quixtar Technical Support, not through regular ordering. In USA call Quixtar Technical Support @1-800-253-7088 M-F (8:30am – 9:00pm ET). In Canada call Quixtar Technical Support @1-800-265-5427 M-F (8:00am – 5:00pm ET) in Canada.

## eSpring Water Purifier Questions

### Installation (cont.):

**Q. Do all areas within the USA have the same regulations regarding the use of Saddle Valves relating to System/Auxiliary Faucet below counter installations?**

A. There are some states with restrictions regarding the use of saddle valves. The consumer can choose to install our Self-Piercing Saddle Valve and/or Saddle Clamp on their own. If a plumber or contractor is doing the installation, they may not want to use our Self-Piercing Saddle Valve or Saddle Clamp due to the regulations they are required to follow. The rules and regulations regarding states/counties vary and are always changing. The Flow Controller provided in the Auxiliary Faucet Kit is required prior to eSpring Water Purifier/Faucet, regardless of what type of valve consumer chooses to use at the water supply. If consumer does not have a flow controller, it is available as a no-charge courtesy through Technical Support

**Q. Why does the System Owner's Manual instructions suggest installation only with the accompanying Auxiliary or Existing Faucet, instead of separately?**

A. Direct in-line installation is not recommended, and the provided faucet must be used or the warranty does not apply. The eSpring Water Purifier is not sold separately, but instead is sold with either an Auxiliary (below counter install) or Existing Faucet (above counter install), depending on what is ordered. The rules, regulations, and building codes depending on where the consumer lives within USA vary along with street pressure, actual pressure in consumer home, and if a pressure regulator is installed/required prior to consumer home, and what the pressure is set at. The eSpring Water Purifier Auxiliary and Existing Faucets do not allow constant direct pressure prior to the eSpring Water Purifier when installed properly according to eSpring Owner's Manual and Faucet Instructions.

**Q. How is System connected to flexible plastic tubing at water supply?**

- A. The eSpring Water Purifier may be connected using one of 3 options:
1. The flexible plastic tubing may be replaced with copper to use Self-Piercing Saddle Valve in the eSpring Auxiliary Faucet Kit.
  2. The flexible plastic tubing may be replaced with galvanized steel or PVC (hard plastic tubing) to use Saddle Clamp VA4761.
  3. A 'John Guest' quick-connect T-fitting or another type of source T-fitting or a shut off valve may be purchased at a local plumbing store.

**Important note:** Regardless of the valve used at the water supply, a Flow Controller Quick Connect is required between valve at water supply and the eSpring Faucet/System. The Flow Controller Quick Connect is included in the eSpring Auxiliary Faucet Kit and available through Quixtar Technical Support, not through regular ordering. In USA call Quixtar Technical Support @1-800-253-7088 M-F (8:30am – 9:00pm ET). In Canada call Quixtar Technical Support @1-800-265-5427 M-F (8:00am – 5:00pm ET) in Canada.

## eSpring Water Purifier Questions

### Ordering:

**Q. How can the System be ordered?**

- A. The eSpring Water Purifier can be ordered from [www.quixtar.com](http://www.quixtar.com). In United States call Quixtar Ordering @1-800-253-6500 M-F (7am – midnight ET) & Sat (8:30am – 5:00pm ET). In Canada call Quixtar Ordering @1-800-265-5470 M-F (7:30am – midnight ET).

**Q. When System is ordered and still on Advance Order (A/O), when is PV/BV issued and when is the System billed?**

- A. PV/BV is issued when eSpring Water Purifier is ordered, even if the System is on Advance Order. The product is billed when it is released for shipment.

### Reduction Claims:

**Q. Can the System be used with a non-potable water source containing harmful bacteria?**

- A. The eSpring Water Purifier is designed for use only with cold, bacteriologically suitable and potable water.

**Q. What contaminants does the System reduce?**

- A. To view the list of contaminants eSpring Water Purifier reduction claims, go to [www.eSpring.com](http://www.eSpring.com) and follow this path: United States or Canada>140 possible contaminants>What Contaminants?>health-risk contaminants -or- alphabetical list -or- contaminants by category.

**Q. Does the System reduce Ammonia?**

- A. The eSpring Water Purifier does not claim to reduce Ammonia.

**Q. Does the System reduce Arsenic?**

- A. The eSpring Water Purifier does not reduce Arsenic (unless >.2 micron). Arsenic is an inorganic. The eSpring Water Purifier is designed to reduce organic chemicals.

**Q. The System UV lamp technology destroys microorganisms. What are examples of microorganisms?**

- A. Microorganisms are extremely tiny (microscopic or ultramicroscopic) living beings, such as bacteria or virus. Examples of microorganisms are protozoa (giardia lamblia cysts, cryptosporidium), viruses, and bacteria.

**Q. Does the System reduce protozoa, bacteria and/or viruses?**

- A. Yes. Specific details will be included in the planned eSpring Water Purifier Technical Guide.

**Q. Is the System a treatment system or a purifier?**

- A. Third-party independent testing demonstrates that the eSpring Water Purifier conforms to the EPA standard for water purifiers:
- 99.9999% (6-log) destruction of bacteria
  - 99.99% (4-log) destruction of viruses
  - 99.9% reduction of cysts

## eSpring Water Purifier Questions

### Reduction Claims (cont.):

**Q. How are the terms 'remove', 'reduce', and 'kill' used?**

A. The term kill implies complete removal of a contaminant or organism (100%). In most cases when a great deal of a contaminant is reduced, but not 100%, the term 'reduce' is used. NSF International also will state 'remove', as this implies 100%. Use of the term 'reduce' is more technically accurate. If there is data to support a claim for eSpring Water Purifier Filter Cartridge, it is sometimes stated "effectively removes 95%", and a lot of competitive literature also uses removes. The Filter Cartridge UV Lamp intensity and exposure relates to reduction (kill) rate.

**Q. Does the System reduce Barium?**

A. The eSpring Water Purifier does not reduce Barium. Barium is an inorganic heavy metal. The best treatment method is cation exchange and reverse osmosis.

**Q. Does the System remove anthrax or other products of biological warfare?**

A. Our products are not designed to use as a defense against biological terrorism. They were not developed to inactivate or destroy these dangerous organisms. If you think that you've been exposed to these substances, immediately contact your local health department or law enforcement officials. If you suspect that your drinking water has been contaminated, then you are strongly urged to immediately contact your local health department, or law enforcement officials for assistance.

**Q. Does the System reduce Benzene?**

A. The eSpring Water Purifier reduces Benzene.

**Q. Occasional white sediment or flakes are noticed in the filtered water. Does the System reduce Calcium?**

A. The eSpring Water Purifier does not claim to reduce Calcium carbonate. The pure form of the mineral normally occurs or is apparent when water is boiled (white film), frozen (ice cubes cloudy in center), or as white flakes. The Filter Cartridge does not remove the inorganic calcium carbonate. This condition is normal and no action is needed.

**Q. Does the System reduce Chlorine and/or Chloramine?**

A. The eSpring Water Purifier has Chlorine and Chloramine reduction. Most municipal water supplies are treated with Chlorine alone and/or Chloramine to kill pathogenic organisms consequently preventing the spread of waterborne diseases.

**Q. Does the System reduce Chromium +6 or Chromium +3?**

A. The eSpring Water Purifier has not been tested for Chromium +6 or Chromium +3, so there is not a reduction claim.

**Q. Does the System reduce ecoli?**

A. The eSpring Water Purifier reduces ecoli.

**Q. Does the System reduce Fluoride?**

A. The eSpring Water Purifier does not remove beneficial minerals including tooth-decay-fighting fluoride.

**Q. Does the System reduce Methyl Tertiary Butyl Ether (MTBE)?**

A. The eSpring Water Purifier reduces MTBE. MTBE is an oxygenate added to gasoline to make it burn more efficiently. It leaks into drinking water from underground storage tanks, boats, and jet skis, and has been tentatively classified by the EPA as a human carcinogen.



## eSpring Water Purifier Questions

### Reduction Claims (cont.):

**Q. Does the System reduce Methane and what effect will the UV light have on Methane gas in the water line?**

A. The eSpring Water Purifier does not reduce Methane. Methane is a very small molecule and the UV light should have no effect on methane or break down the compound. Methane gas contamination usually comes from the decay of organic matter. It could come from oil well fields or city dump sites where the run off may enter the aquifer or well source.

**Q. Does the System reduce Polybrominated Diphenyl Ethers (PBDE's) used to reduce the spread of fires?**

A. The eSpring Water Purifier does not reduce PBDE's.

**Q. Does the System remove Ozone from the water?**

A. The eSpring Water Purifier does not remove Ozone from the water, but it is highly unlikely that it is present in a drinking water supply. Ozone can be used for disinfecting the water, but is usually short lived in the water and is reduced to oxygen. Ozone is a very effective method of disinfecting water that is not going to be consumed immediately, like bottled water or in municipal systems. When municipal systems use ozone, the level of chlorine can be reduced to lower the levels of disinfection by products.

**Q. Does the eSpring Water Purifier reduce Perchlorate?**

A. The eSpring Water Purifier does not reduce Perchlorate. Perchlorate is an inorganic compound and the activated carbon portion of the eSpring Filter Cartridge alone is not very effective in removing this compound. There are several factors that effect the removal of inorganics and this contaminant can not be removed over an extended period of time with the current technology incorporated in the eSpring Water Purifier. We do understand the concern over perchlorate contamination in drinking water and will continue to investigate new technology and determine if it can be incorporated into the product. There is a lot of research being done in this area. Reference: <http://www.epa.gov/safewater/ccl/perchlor/perchlo.html>

**Q. Does the System reduce Phosphates?**

A. The eSpring Water Purifier does not reduce phosphates.

**Q. Does the System reduce Total Dissolved Solids (TDS)?**

A. The eSpring System does not reduce TDS since they are dissolved minerals. The pressed activated carbon portion of eSpring Filter Cartridge is not attracted to Inorganics, but instead 140+ organic contaminants.

**Q. Does the System reduce Trihalomethanes (THM's)?**

A. Natural Organic Matter (NOM) is present in all drinking water sources and is usually quantified by the Total Organic Carbon (TOC) analysis. NOM in drinking water can lead to problems such as the formation of Trihalomethanes (THM) while disinfecting with chlorine. The eSpring Water Purifier has been tested by NSF International for the reduction of THM's.

**Q. How does the System compare to other systems on the market?**

A. The eSpring Water Purifier meets NSF International Standard 42, 53, & 55. There are other UV lamp and carbon block systems on the market, but we are the 1<sup>st</sup> to make all the claims and patents. Refer consumer to competitor removal claims and if they are NSF certified.

## eSpring Water Purifier Questions

### Returns/Replacements:

**Q. How will parts and repairs be handled within 2-year warranty?**

A. Quixtar Technical Support handles troubleshooting/warranty/replacement issues within the eSpring Water Purifier 2-year warranty and also can provide out of warranty guidance. In USA call Quixtar Technical Support @1-800-253-7088 M-F (8:30am – 9:00pm ET). In Canada call Quixtar Technical Support @1-800-265-5427 M-F (8:00am – 5:00pm ET).

**Q. If System is received damaged during shipment, what department handles this?**

A. Quixtar Customer Service handles damaged, defective, and not as ordered products. In USA call Quixtar Customer Service @1-800-950-7732 M-F (8:30am – 6:00pm ET) & Sat (8:30am – 5:00pm ET) for return instructions. In Canada call Quixtar Customer Service @1-800-265-6026 M-F (8:00am – 12:00midnight ET) for return instructions.

**Q. What is the System used and new/unused return procedure?**

A. In United States, if used or new/unused product, please contact Quixtar Returns at 1-616-682-8000 M-F (8:30am – 6:00pm ET) & Sat (8:30am – 5:00pm ET) BEFORE you return anything, for shipping and handling instructions. The consumer may be instructed to return the product to HealthTech Returns, 7088 Spaulding Plaza, Ada, MI 49355, together with a copy of a sales receipt, packing slip, or other proof of purchase and a brief description of the issue. In Canada if used product, please contact Quixtar Technical Support at 1-800-265-5427 M-F (8:30am – 5:00pm ET) BEFORE you return anything, for shipping and handling instructions. The consumer may be instructed to return the product to Quixtar Canada Corporation, Box 7780, London Station Main, London, Ontario N5Y5W3, together with a copy of a sales receipt or other proof of purchase and a brief description of the issue. In Canada if new/unused product, please contact Quixtar Buybacks at 1-519-685-7862 (8:00am – 5:00pm ET).

**Note:** Reference the 'eSpring Faucet Exchange document' for detailed return criteria.

**Q. Are there any plans for a replacement, rebate, or buy-back program from current or previous WTS to the System?**

A. At this time there are no plans for a replacement, buy-back, or rebate program from the current or previous WTS to the eSpring Water Purifier.

**Q. If the UV Lamp or Electronic Module needs replacement, how do you know when to replace it?**

A. Reference the eSpring Water Purifier owner's manual and Electronic Module display for guidance and/or Quixtar Technical Support @1-800-253-7088 M-F (8:30am – 9:00pm ET). In Canada call Quixtar Technical Support @1-800-265-5427 M-F (8:00am – 5:00pm ET).

**Q. If water gets trapped between the inner and outer portion of System Base Housing, what can be done?**

A. The eSpring Water Purifier Base Housing is designed so that the outer portion of Base Housing can be easily unscrewed/removed from inner portion to empty water if ever necessary.